



**METROLINK.**

SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY

[metrolinktrains.com](http://metrolinktrains.com)

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# **PASSENGER TRAIN EMERGENCY PREPAREDNESS PLAN**

**INCLUDES JOINT OPERATIONS WITH AMTRAK, NORTH  
COUNTY TRANSIT DISTRICT (COASTER), BNSF  
RAILWAY & UNION PACIFIC RAILROAD**

**May 15, 2015**

**Revised April 9, 2018**

**PREPARED IN ACCORDANCE WITH THE REQUIREMENTS ESTABLISHED BY:  
FEDERAL RAILROAD ADMINISTRATION 49 CFR239**

# Metrolink Passenger Train Emergency Preparedness Plan

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## Revision Summary Sheet

### Metrolink Passenger Train Emergency Preparedness Plan

Revisions are to be documented below:

Revision Date	Revision No.	Revision Summary Description
5/15/15	0	Plan Updated
2/10/16	1	Revised according to FRA comments provided during face to face meeting on February 1, 2016
5/11/16	2	Revised according to final comments from Rail Partners
4/9/18	3	Updated to include Metrolink Security Operation Center (SOC) to SCRRRA process

# Metrolink Passenger Train Emergency Preparedness Plan

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# Metrolink Passenger Train Emergency Preparedness Plan

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U.S. Department  
of Transportation

**Federal Railroad  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

MAY 02 2018

Ms. Tracy Berge  
Assistant Director, System Safety  
Metrolink  
2704 North Garey Avenue  
Pomona, CA 91767

## **Re: Final Approval, Amended Metrolink Passenger Train Emergency Preparedness Plan**

Dear Ms. Berge:

The Federal Railroad Administration (FRA) has completed its review under Title 49 Code of Federal Regulations Section 239.201(b)(3) of the amended Metrolink Passenger Train Emergency Preparedness Plan dated May 15, 2015, and revised on April 9, 2018. This plan was amended to include the Metrolink Security Operations Center in the plan's emergency communication element.

Based on the results of this review, FRA grants final approval of the plan.

If you have questions, please contact Mr. John Robertson, Safety Specialist, Passenger Rail Division. Mr. Robertson may be reached at (734) 834-2337 or [john.robertson@dot.gov](mailto:john.robertson@dot.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Karl Alexy".

Karl Alexy  
Deputy Associate Administrator for Railroad Safety

# Metrolink Passenger Train Emergency Preparedness Plan

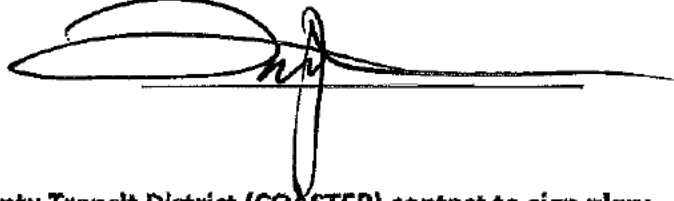
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## Contacts

### SCRRA (Metrolink) contact to sign plan:

Fred Jackson  
Director, System Safety & Security  
2704 North Garey Avenue  
Pomona, CA 91767  
213.494.8217  
[jacksonf@scrta.net](mailto:jacksonf@scrta.net)

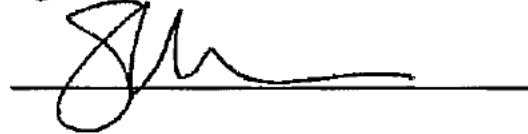
Signature:

A handwritten signature in black ink, appearing to be 'Fred Jackson', written over a horizontal line.

### North County Transit District (COASTER) contact to sign plan:

Sean Loofbourrow  
Chief of Safety  
810 Mission Avenue  
Oceanside, CA 92054  
760.967.2827  
[sloofbourrow@nstd.org](mailto:sloofbourrow@nstd.org)

Signature:

A handwritten signature in black ink, appearing to be 'Sean Loofbourrow', written over a horizontal line.

### Amtrak contact to sign plan:

Susan Reinertson  
Vice President & Chief,  
Emergency Management & Corporate Security  
REA Building Suite 118  
900 Second Street, NE  
Washington, D.C. 20002  
202.906.2037  
[Susan.Reinertson@amtrak.com](mailto:Susan.Reinertson@amtrak.com)

Signature:


A handwritten signature in black ink, appearing to be 'Susan Reinertson', written over a horizontal line.

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## Union Pacific Railroad contact to sign plan:

Josephine Jordan  
General Manager, Passenger Operations  
850 Jones Street  
Omaha, NE 68102  
402.636.7227  
jjordan1@up.com  
Signature:

A handwritten signature in black ink, appearing to read 'JJordan', written over a horizontal line.

## BNSF Railway contact to sign plan:

Rich Wessler  
Director, Passenger Train Operations  
2600 Lou Menk Dr.  
Fort Worth, TX 76131  
817.352.1229  
Richard.Wessler@bnsf.com  
Signature:

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# Metrolink Passenger Train Emergency Preparedness Plan

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## Introduction

The Federal Railroad Administration (FRA) published the Passenger Train Emergency Preparedness Final Rule in the Code of Federal Regulations (CFR) on 4 May 1998. This Rule is located at Title 49 (Department of Transportation), Part 239. Additional stipulations pertaining to this Rule are contained in Part 238 with regard to inspection, testing, and maintenance of emergency exit windows, safety related tools/equipment and signage requirements. The Rule is not intended to prevent incident; rather it was promulgated to minimize the loss of life and the extent of injuries due to such events. The regulation requires the compliance of each affected railroad. Therefore, it has been developed as a collaborative effort among the railroads of southern California which includes Southern California Regional Rail Authority (Metrolink), Amtrak, North County Transit District (COASTER), BNSF Railway (BNSF) and the Union Pacific Railroad (UPRR).

## Policy

It is the primary concern of the railroads of southern California (listed above) to ensure the safety of passengers, the employees and contractors of the passenger and freight railroads and the public. Consistent with this policy, we recognize that federal, state, local emergency, and operating railroad responders, may arrive at the scene first. The function of this Passenger Train Emergency Preparedness Plan is to provide comprehensive assistance as necessary for the railroad officials, its designee or other local emergency responders present.

## System Description

Metrolink is comprised of rail properties owned by the Los Angeles County Metropolitan Transportation Authority (Metro), the Orange County Transportation Authority, the Riverside County Transportation Commission, San Bernardino Associated Governments and the Ventura County Transportation Commission. In 1991, the Southern California Regional Rail Authority (SCRRA), a Joint Powers Authority, consisting of the five county transportation planning agencies listed above, was formed to develop a regional transit service that would be known as Metrolink to reduce the congestion on highways and improve mobility throughout the southern California region.



# Metrolink Passenger Train Emergency Preparedness Plan

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[REDACTED]

[REDACTED]

[REDACTED]

## Train Crew and On Board Staffing

[REDACTED]

### ***Communication***

#### **Initial and On-board Notification**

An on-board crewmember shall quickly and accurately assess the passenger train emergency situation and then notify the Dispatching Operations Center (DOC) as soon as practicable by the quickest available means. As appropriate, an on-board crewmember shall inform the passengers about the nature of the emergency and indicate what corrective countermeasures are in progress.

In the event of an emergency situation, it is essential that a preliminary assessment of the emergency situation, as well as the initial notification to the appropriate railroad occur as soon as possible. The following actions are therefore required to be completed by all (Metrolink, Amtrak, BNSF and UPRR) Train Crew personnel, as indicated.

#### ***Train Crew:***

Railroad rules require that after an incident has occurred, the train crew must immediately notify the appropriate train dispatcher, via radio, or by whatever means available. The train crew will then give the dispatcher or chief dispatcher as much information about the emergency situation as possible using the four (4) W's:

- Who is involved?
- What is the nature of the emergency?
- When did the emergency occur?
- Where is the exact location of the incident? Is it accessible for emergency responders?

# Metrolink Passenger Train Emergency Preparedness Plan

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The Metrolink Train Conductor will determine if any passengers are in need of immediate medical attention. If this is the case, the Metrolink Train Conductor will request assistance from a physician or medically trained person, if onboard. The Metrolink Train Conductor will keep passengers informed of the nature of the emergency situation and the status of corrective actions, rescue efforts, and emergency responses.

Information provided to the passengers will be kept clear and concise. If operable, the on-board public address (PA) system will be used to make general announcements. Otherwise, a car-to-car briefing may be necessary to ensure adequate dissemination of information to passengers. It is important to brief ALL passengers, including those in cars that are not damaged. Passengers must be kept informed to reduce the potential for panic and to determine their availability in case the crew requires additional assistance. While excessive detail is unnecessary for passengers, crewmembers require as much detail as possible to do their jobs, and must be briefed away from the passengers, if possible. Metrolink Train Conductor will be the Railroad Incident Commander (RR-IC) until relieved by a Metrolink Railroad Officer.

[REDACTED]

The Metrolink Train Conductor is responsible for the initial care and evacuation (if necessary) of passengers and will coordinate the response of the train crew to any emergency situation occurring during the operation of the train. The conductor will notify the DOC of the location of any passengers needing assistance (passengers that are in wheelchairs/scooters or otherwise in need of assistance).

[REDACTED]

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- 3. [REDACTED]
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# Metrolink Passenger Train Emergency Preparedness Plan

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- I [REDACTED]
- I [REDACTED]
- I [REDACTED]

## Notifications by Control Center

### Metrolink Dispatching Operations Center (DOC):

- [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]

Appropriate senior railroad officials are notified by procedures and processes established and followed for all railroad emergencies.

The Manager, Dispatch Operations shall maintain current emergency telephone numbers.

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# Metrolink Passenger Train Emergency Preparedness Plan

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# Metrolink Passenger Train Emergency Preparedness Plan

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## ***Employee Training and Qualification***

### **On-board Personnel**

All Metrolink Train Crews and Los Angeles County Sheriff's Deputies conducting fare enforcement will be provided initial training, within 90 days after the employee's initial date of service, as well as periodic training at least once every two calendar years thereafter; on the requirements of this Plan to ensure that they are properly prepared to respond in the event of an emergency. The level and nature of the training provided shall be dependent upon individual employee's duties and responsibilities.

### **Training for Train Crew – Initial and Periodic:**

Training will be conducted by Amtrak during Amtrak's PREPARE training for Train Crews. A written competency test will be administered to ensure that designated employees are qualified to perform the required actions, commensurate with their assigned responsibilities, during a Metrolink emergency situation.

The specific requirements of the Emergency Preparedness Training Program for on-board personnel are provided in Appendix B - Amtrak's "PREPARE" Program. In addition, upon initiating a position at SCRRA, Amtrak will provide Metrolink specific training on this PTEPP, including a multiple choice test to ensure understanding. The Amtrak training coordinator will review the PTEPP and provide hands on familiarization with Metrolink equipment.

In summary, the training programs provide instruction pertaining to the following five key elements:

1. Rail Equipment Familiarization:

Complete familiarization with the rail equipment associated with their assigned areas of responsibility. This element is intended to ensure that Train Crew members are qualified to operate the equipment under normal, as well as emergency situations. While their normal assigned duties may never require the use or operation of such equipment, an emergency situation may dictate otherwise.

2. Situational Awareness:

Train Crews will be trained on the techniques that are required to properly evaluate and assess situations as they develop. Situational awareness is a key element to ensuring proper response, reduction of panic, and passenger safety. As an emergency situation transpires, employees must be prepared to respond consistent with the nature and extent of the emergency situation.

3. Passenger Evacuation:

All Train Crews will receive training on the methods and techniques associated with the safe and orderly evacuation of passengers in an emergency situation. Metrolink Train Crews will be trained to recognize the circumstances which would require evacuation (as opposed to requiring passengers to remain on board).

# Metrolink Passenger Train Emergency Preparedness Plan

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Alternative evacuation routes and the order of preference regarding these routes is a key element to this portion of the training program. Review of methods to communicate with first responders and to coordinate the evacuation of passengers in need of additional assistance is included in this training.

4. [REDACTED]

[REDACTED]

## 5. Hands-on Instruction:

Proper familiarization with on-board emergency response equipment is best accomplished through actual, hands-on instruction and operation. Therefore, train crews, as well as emergency fire and law enforcement personnel will be afforded on-train instruction on the location, function, and operation/use of on-board emergency equipment, including working in adverse conditions (e.g. overturned rail car). This includes, but is not necessarily limited to, equipment such as fire extinguishers, emergency tools, emergency exit access (including windows and doors), proper use of public address and passenger emergency intercom system/equipment (PEI), first aid kits and portable lighting.

[REDACTED]

## Control Center Personnel

### ***Metrolink DOC:***

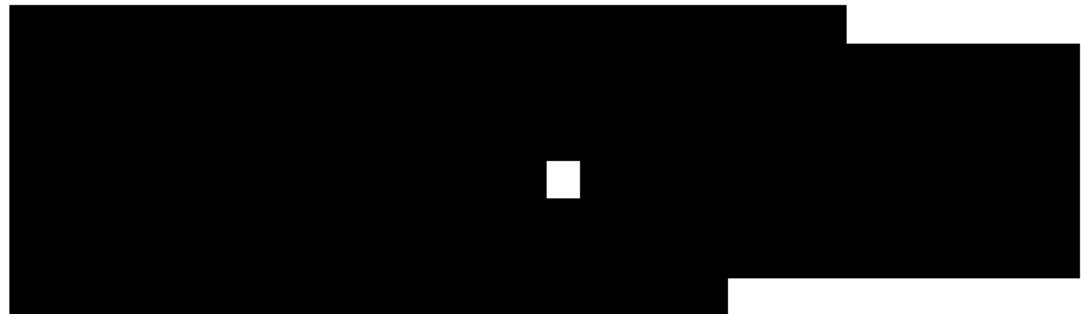
All Metrolink Chief Dispatchers and Dispatchers will be provided initial training by Metrolink personnel, within 90 days after the employee's initial date of service, on the requirements of this Plan to ensure that they are properly prepared to respond, react and recognize when they receive notification that an emergency situation has occurred. Periodic training will occur, at a minimum, every two calendar years thereafter for the personnel who receive initial training and are continuing to perform duties that involve passenger train emergencies. An outline of DOC personnel training is provided in Appendix C.

# Metrolink Passenger Train Emergency Preparedness Plan

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DOC personnel must be familiar with the necessary courses of action that each type of emergency situation dictates. DOC personnel will be trained to understand the Metrolink Passenger Train Emergency Preparedness Plan, the differences of the equipment, special circumstances train crews and emergency responders need to be aware of in certain emergency situations. Metrolink dispatchers must pass, with an 85% score or better, an objective closed book written test, unless test requires ability to use reference books or materials.



# Metrolink Passenger Train Emergency Preparedness Plan

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## Testing of On-board and Control Center Personnel

Metrolink has developed a Program of Operations Testing which is designed to accurately measure an individual's knowledge of his/her responsibilities. The tests are objective in nature.

[REDACTED]

# Metrolink Passenger Train Emergency Preparedness Plan

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[REDACTED]

Test are conducted without the person being tested being allowed to open reference books or other materials, except to the degree the person is being tested on his or her ability to use such reference books or materials.

[REDACTED]

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# Metrolink Passenger Train Emergency Preparedness Plan

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# Metrolink Passenger Train Emergency Preparedness Plan

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# Metrolink Passenger Train Emergency Preparedness Plan

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## Metrolink Passenger Train Emergency Preparedness Plan

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Training lead by Metrolink shall include an emphasis on access to railroad equipment, location of railroad facilities, and communications interface, and provide information to emergency responders who may not have the opportunity to participate in an emergency simulation. Particular attention is paid to the importance of pre-planning the railroad, with emphasis on learning access points to the railroad and addressing potential issues or special circumstances in the department's pre-planning guide book.

## Metrolink Passenger Train Emergency Preparedness Plan

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## ***Maintenance and Inspection***

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## Passenger Safety Information

## General

Passenger safety is paramount for everyone at Metrolink from line personnel and contractors to the Chief Executive Officer (CEO). Because of this commitment to safety, providing information to enable passengers to respond properly during an emergency is critical.

# Metrolink Passenger Train Emergency Preparedness Plan

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## ***Passenger Awareness Program Activities***

Passenger safety is the primary concern of Metrolink operations. This is especially true during and following any type of emergency incident. In an effort to prepare its passengers for the unlikely event of an emergency, Metrolink takes specific measures to properly and effectively communicate emergency information.

Emergency information will include how to:

- Recognize and immediately report potential emergencies to crewmembers;
- Recognize hazards;
- Recognize and know how and when to operate appropriate emergency-related features and equipment, such as fire extinguishers, train doors, and emergency exits; and
- Recognize the potential special needs of fellow passengers during an emergency, such as children, the elderly and disabled persons.

All Metrolink cars have a legible, clear, and simple emergency instructions conspicuously posted on bulkhead signs on every passenger car. A photograph of instructions for the Sentinel and Guardian cars is provided in Appendix H.

Metrolink may also provide passenger safety awareness information utilizing:

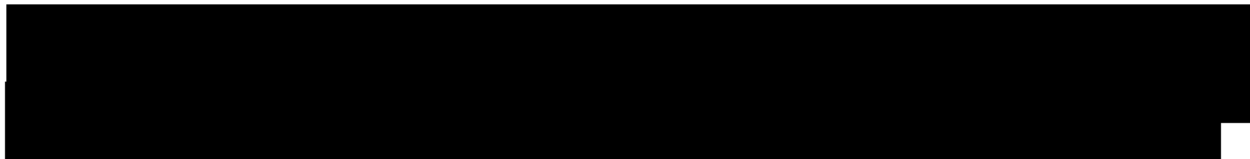
- On-board announcements
- Articles in our Passenger Communication Newsletter, "Metrolink Matters"
- Timetables
- Station signs or video monitors
- Public service announcements
- Social media platforms such as Twitter, Facebook, blogs and MetrolinkTrains.com website.

Metrolink provides emergency instructions in other languages:

- Our website (available by clicking on the preferred language in the Google translate drop down menu in the lower right corner of our website). This includes the rider safety portions of the website.
- Metrolink prints Emergency Evacuation Instructions, which are in both English and Spanish.

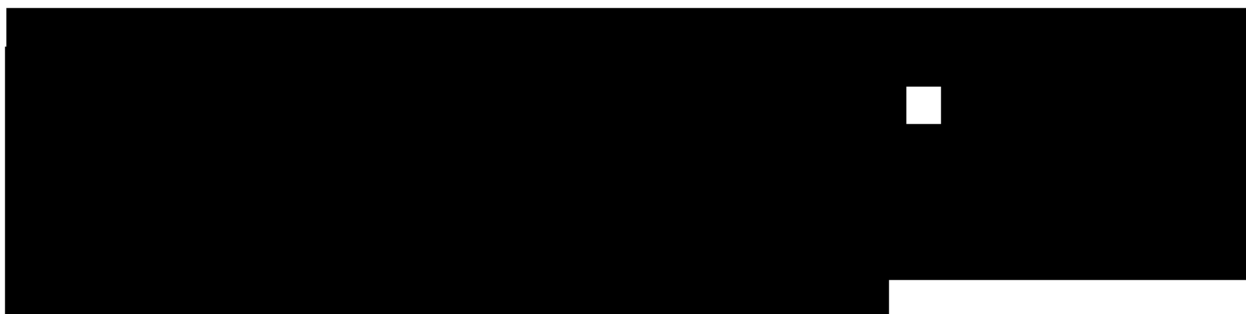
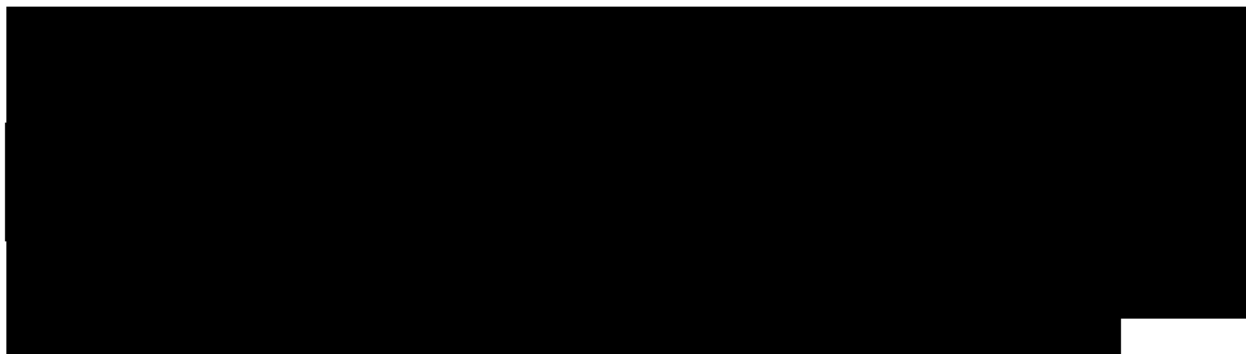
## **Passengers with Disabilities**

Metrolink's onboard crews and dispatchers understand the importance of communicating with each other about the presence and location of disabled passengers during emergency situations. Metrolink crews and dispatchers regularly share this information during major and minor service disruptions and emergencies. The importance of being aware of passengers with disabilities and communication of the location and disability, if known, is covered in training for both groups



# Metrolink Passenger Train Emergency Preparedness Plan

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## Updates

This Plan shall be reviewed annually and updated as necessary. Any changes to this Plan shall be approved by the Metrolink Deputy Chief Operation Officer (DCOO), and the Director, System Safety and Security before copies are submitted to the appropriate regulatory agencies and the final review and approval of the joint railroads included in this plan.

## Conclusion

This Passenger Train Emergency Preparedness Plan (and attached Appendices) shall be the controlling document to be used during any emergency situation that may occur during the course of normal operating conditions on Metrolink and Host Railroad property. While the overall objective is to ensure compliance with Federal Railroad Administration requirements, this Plan establishes more stringent requirements where the need for such is indicated. The overall focus of emergency response efforts is to ensure the preservation of life, the highest level of services for customers affected by an emergency occurrence, the expeditious restoration of track, service, and equipment, and the protection and preservation of company assets.

# Metrolink Passenger Train Emergency Preparedness Plan

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## Definitions, Acronyms, and Abbreviations

California Public Utilities Commission (CPUC): The Commission investigates railroad accidents and responds to safety related inquiries made by community officials, the general public, and railroad labor organizations. The Commission is an active participant in Operation Lifesaver, a grade crossing awareness training program.

Emergency Responder: A member of a police, fire department, or other organization involved with the public safety charged with providing or coordinating emergency services, who responds to a passenger train emergency incident.

Federal Railroad Administration (FRA): An agency of the Federal Department of Transportation that develops and enforces rail safety regulations, investigates, and analyzes railroad incidents, and conducts safety assessments of railroads.

[REDACTED]

National Response Center (NRC): The 24-hour regulatory office for the notification of Federal Government Agencies, by railroads of a major train incident. (800) 424-8802

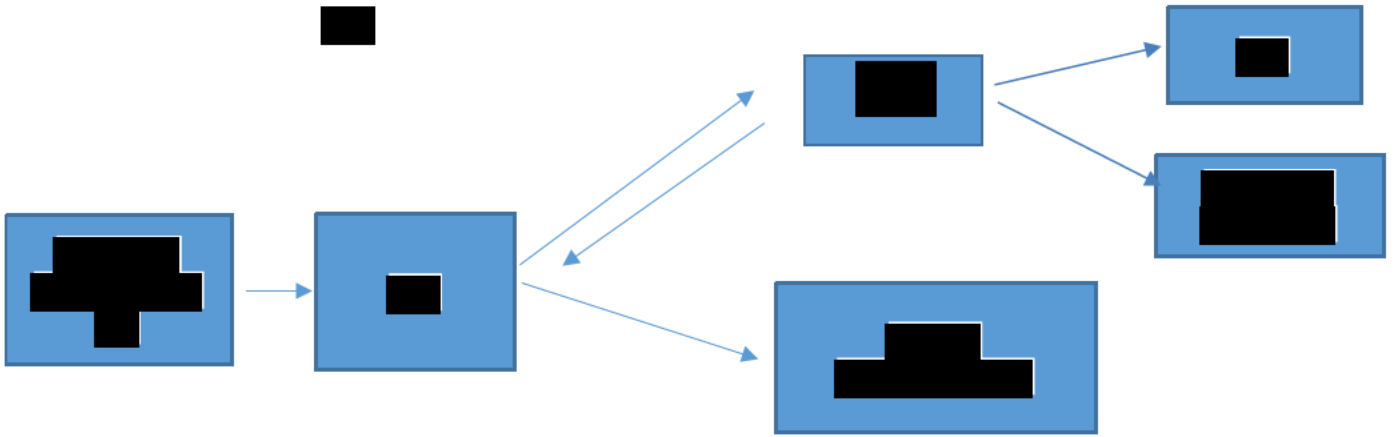
National Transportation Safety Board (NTSB): An independent Federal Agency that reports directly to the President of the United States, responsible for the investigation and analyzes of major transportation incidents (railroad, aviation, highway, marine, etc.) and prepares a public report on its findings, conclusions, and recommendations.

National Incident Management System (NIMS): A systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment.

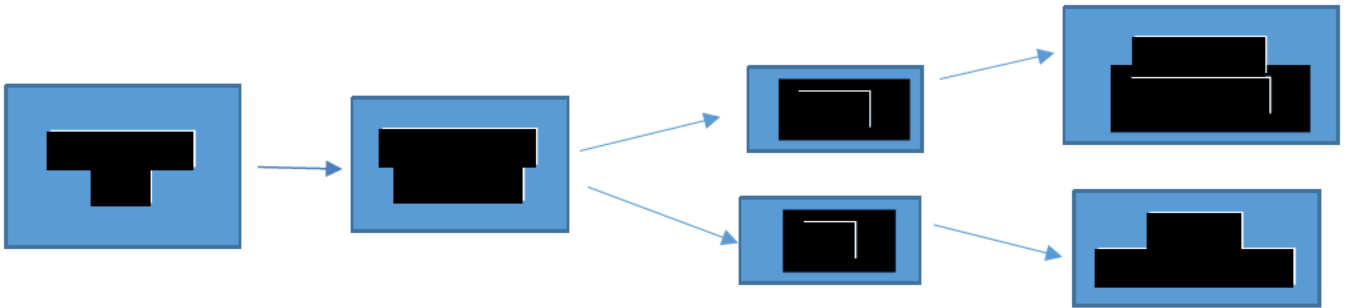
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Passenger Train Emergency Preparedness Plan (PTEPP): One or more documents focusing on preparedness and response in dealing with a passenger train emergency incident.

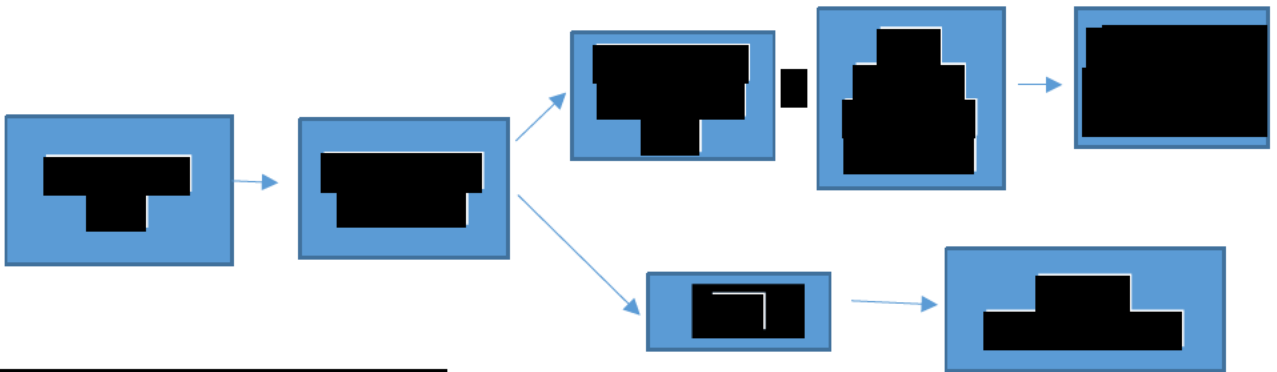
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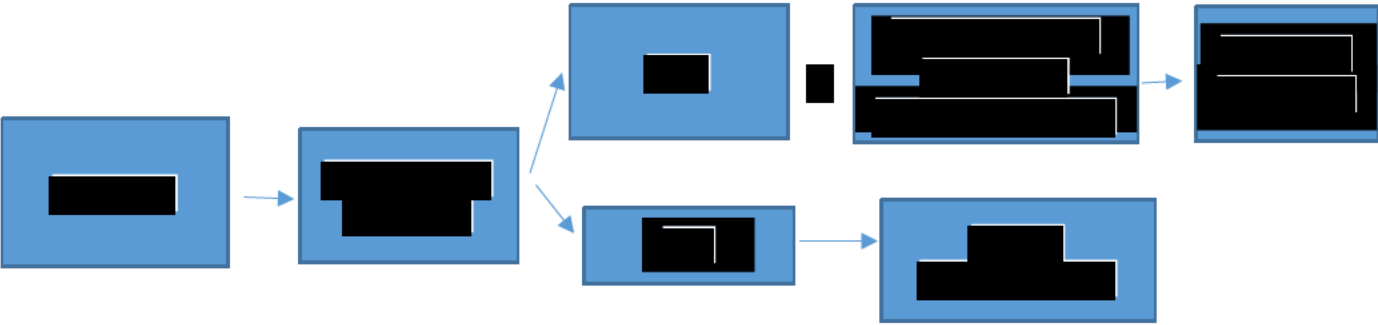
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# Metrolink Passenger Train Emergency Preparedness Plan

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